



S/N: 09/474,643

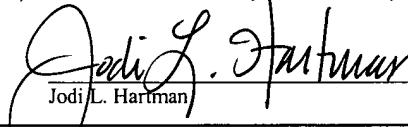
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al. Examiner: Van Doren, B.
Serial No.: 09/474,643 Group Art Unit: 3623
Filed: December 29, 1999 Docket No.: 60027.0326US01/98041
Title: System and Method for Eliminating an Unnecessary Dispatch
of a Service Technician

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop RCE, Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450 on April 8, 2004.


Jodi L. Hartman

RESPONSE AND AMENDMENT

RECEIVED

APR 29 2004

GROUP 3600

Mail Stop RCE
Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

Applicants respectfully request continued examination and consideration of the following amendments and remarks contained herein in response to the final Office Action mailed October 8, 2003. Please enter the following amendments to the claims and consider the following remarks addressing all points raised by the Office Action as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page 2 of this paper.

Remarks begin on page 9 of this paper.